

Job Vacancy Contact Centre Counsellor- Phnom Penh

Marie Stopes International Cambodia provides family planning and sexual reproductive health services across clinics, quality assured network of private providers and public health facilities. Clients are referred to providers in this network through a variety of channels including the Contact Centre which provides information and advice to clients before referring them.

The purpose of the Contact Centre is to serve as a central point of contact for clients by providing information and increasing awareness of Marie Stopes services. The Contact Centre Counsellor will be responsible for providing high-quality counselling, support and information to Marie Stopes clients.

Job Title:	Location:	Reporting to:	Probationary Period:
Contact Centre Counsellor	Phnom Penh	Contact Centre Manager	3 months

Marie Stopes International is a global organisation providing personalised contraception and safe abortion services to women and girls. Our local teams of professionals are passionate about the work they do in communities across 37 countries. The services they provide give a woman the power to choose when she has children so that she's free to pursue her plans and dreams for herself and her family. Marie Stopes International Cambodia (Marie Stopes) was established in 1998 and operates 7 reproductive health clinics, clinical outreach services, a call centre to provide information to clients and provides technical support to numerous public and private partners. In 2018, Marie Stopes provided services to approximately 70,000 women and men in Cambodia. A key responsibility of this role is to further **Marie Stopes' Vision: A world in which every birth is wanted** and its **Mission** of ensuring the individual's right to: **Children by choice, not chance.**

It is a role requirement that the job holder must fully comply with, promote and live **Marie Stopes' Core Values:**

Mission Driven

Client Centred

Accountable

Courageous

Key Responsibilities

- Provide medical and general level of counselling and relevant information to clients who access Marie Stopes through our Contact Centre on reproductive health and related issues
- Answer inbound requests promptly and in accordance with established procedures
- Understand and interpret callers' complaints/or suggestions accurately
- Escalate medical emergencies and queries as appropriate, including to the relevant Marie Stopes clinic.
- Service quality follow-ups: Placing of outbound calls to clients who visited Marie Stopes service delivery channels
- Reminder follow-ups: Reminding clients before their visits
- Refer callers to Marie Stopes clinics, quality assured network of public and private providers and make appointments as needed
- Have a good understanding of Marie Stopes products and services
- Place outbound calls to clients from our database to find out about their client experience when visiting our service delivery channels, and provide recommendations to the organisation for improving service and procedures
- Direct requests and unresolved issues to the appropriate resources (Contact Centre Manager, Centre Manager, Quality team, Medical team member, etc.)
- Proactively keep up-to-date on new procedures and services offered by MSI to build and educate callers' interests
- Flexible, able to carry out both inbound and outbound communications with clients
- Support clinical team by collecting feedback from the client
- Enter new client information into the system and maintain the Contact Centre database
- Keep records of callers interactions and details of actions take
- Respond to emails, online webchat, online apps and private social media messages
- Attends events, group discussion and other marketing activities to assist in providing counselling and promote the Contact centre

Qualifications/Skills and Experience:

- Midwife or Nurse
- Fluent in Khmer both oral and written (high level)
- English oral and written (medium level)
- IT skills (focus on Microsoft basics, social media)
- Knowledge of customer service principles and practices, client-facing/client service experience
- Familiarity with administration and clerical processes
- Good grasp of health knowledge
- Client focused with good interpersonal skills to engage with people of all levels (government, donor and community)
- Have a clear telephone voice, ability to write & type. Confident, comes across as clear
- Strong desire to help others, empathetic, willing to learn
- Overall understanding of MSI activities and services
- Experience working in the sexual reproductive health field
- Working as part of a team by being supportive, flexible and showing respect for each other, but also able to work independently and show initiative

This role is a great opportunity to contribute your skills and commitment to a rewarding project in an emerging health sector of significance.

A competitive national salary will be offered to the successful candidate.

We are committed to Child Safeguarding and Protection from Sexual Exploitation and Abuse. Please note, appointment to this position is subject to the outcome of background checks. We are an equal opportunity employer and women are strongly encouraged to apply.

Please visit <http://www.mariestopes.org.kh/Career> or contact our Human Resources Team for a detailed job description. Interested and qualified candidates should send applications (CV and a cover letter) to hrd@mariestopes.org.kh or alternately via post to: **Marie Stopes International Cambodia (MSIC) Head Office, Address: Phnom Penh Centre, Building F, 1st Floor, Sothearos Boulevard, Sangkat Tonle Basac, Khan Chamkarmorn, Phnom Penh, Tel: 023 994 083.**

Only short-listed candidates will be contacted. Closing date for applications is **14th October 2020 at 05:00pm.**